

Adopted: September 2001 , Revised: _____**Class Title: Manager of Voice Communications****BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Provides management of the Voice Communication Bureau. Provides preventative and recovery disaster information and analysis.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Manages the Voice Communication Bureau by overseeing and coordinating the planning and management of systems and networks, coordinating vendor contracts, reviewing and analyzing billing processes, developing strategic plans, researching and analyzing new technology, performing audits on standards, policies and procedures, managing special projects and maintaining other departmental programs.
2	S	Manages the Business Continuity/Disaster recovery plan by reviewing and updating bureau managers and staff of the plan, producing and distributing plan, coordinating recovery of disasters, providing damage assessment information, and maintaining equipment replacement contract.

Adopted: September 2001 , Revised: _____**CLASS REQUIREMENTS:**

CLASS REQUIREMENTS	
Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Five years experience.
Certifications and Other Requirements	N/A
Reading	Work requires the ability to read trade journals, technical publications, manuals, policies, standards, procedures, Request for Proposals, legal documents, correspondence, memos, and letters at a college level.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write policies, standards, procedures, technical and internal audit reports, Request for Proposals, risk assessment questionnaires, memos, letters at a college level.
Managerial	Managerial responsibilities include managing special projects, audits, developing a long range strategic plan for the department, plan and manage telemetry communication systems.
Budget Responsibility	Oversees budget preparation of bureau budget and reviews and approves expenditures of significant budgeted funds for the bureau and may research and prepare recommendations for city-wide budget expenditures.
Supervisory / Organizational Control	Work requires managing and monitoring work performance by directing subordinate supervisors or administrators, including making final decisions on hiring and disciplinary actions, evaluating program/work objectives and effectiveness, and realigning work and staffing assignments, as needed.
Complexity	Work is widely varied, involving analyzing and evaluating many complex and significant variables. City-wide policies, procedures, or precedents are developed and/or recommended.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. In addition, these incumbents work with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required of the employee. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

Adopted: September 2001 , Revised: _____**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Copier, fax machine
Sitting	F	Computer, desk work, answering telephone, meetings
Walking	O	Inter-office, to/from office equipment, to/from meetings, to/from off-site
Lifting	O	Supplies, equipment, files
Carrying	O	Supplies, equipment, files
Pushing/Pulling	O	Chairs, carts, file cabinet drawers
Reaching	F	Supplies, files, books
Handling	F	Supplies, files, books
Fine Dexterity	R	Computer keyboard, writing, telephone keypad
Kneeling	N	
Crouching	N	
Crawling	R	Under desk to connect cables
Bending	O	To pick up equipment, supplies
Twisting	O	From desk to computer
Climbing	O	Stairs
Balancing	N	
Vision	C	Computer, desk work, reading, writing, filing, use of office equipment
Hearing	C	Telephone, co-workers, supervisor, citizens, vendors, meetings
Talking	C	Telephone, co-workers, supervisor, citizens, vendors, meetings
Foot Controls	N	
Other (specify)	N	

Adopted: September 2001 , Revised: _____**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Telephone, pager, calculator, fax machine, copy machine, digital camera, projectors

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	N
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	D
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

(1)

(2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	O
Emergency Situations	O
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	O
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	O
Other (see 3 below)	N

(3)